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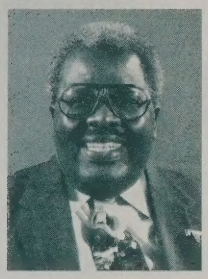
The Bureau of Land Management Service Center Newsletter December 1994

CENTER SCENE

Service Center Forecast: Partly Cloudy but Weathering the Storm



Larry Bembry, Service Center Director, updated employees on leadership changes in the Bureau, the FY 95 budget outlook, and the status of the national centers during an all-employee meeting on November 9.

Bembry announced several recent appointments which constitute a high percentage of the leadership positions in the Bureau. According to Bembry, the appointments represent a "radical departure" from those of the past. The appointments are significant because the new leadership is more diverse and in some cases from non-traditional backgrounds.

The budget situation was characterized as lean by Bembry. He said the SC managers have gone through a rigorous exercise of "learning to live with what we have" and determining what work can not be done. The SC has requested additional funding from Washington to cover that work. The budget will, in all likelihood, continue to decrease in succeeding years, but Bembry said, "We've made decisions for '95 to prepare for a worse '96." These decisions include the possibility of abandoning the use of contract labor and discontinuing programs that don't have long-term, viable futures. Bembry said that moving to three centers will also impact the budget by eliminating our capability to shift funds across "organizational entities" to cover shortfalls.

Lee Barkow, Chief, Division of Applied Resource Sciences, announced that the Secretarial Order for the three national centers had been signed. The transition to the centers is progressing as follows:

- ***National Human Resources Management Center (NHRMC)***
  - Guest Bob Hosenfeld, Personnel Officer for the Washington Office, explained that their staff will be cut from 34 to 17 by January 14. This includes the diversity staff in Denver.
  - The NHRMC will assume the diversity functions, but with limited FTE.
  - The NHRMC will assume national functions for the Bureau including providing technical assistance and advisory service to field personnel offices.
  - The NHRMC will function as a servicing personnel office to provide support to the three new centers and to the Office of IRM/Modernization.
  - The NHRMC and the National Training Center (NTC) are working on an agreement under which NTC will assume most of the training functions and roles for the Bureau.
- ***National Applied Resource Sciences Center (NARSC)***
  - Teams are currently working on a mission and role statement, organizational options, customer needs assessment, linkage and relations, skills evaluation, standard operating procedures, and the work environment for NARSC.
  - NARSC's organizational proposal will be presented to the Washington Office by March 15, 1995.
  - The proposed organization will be tested for 6 months before being formalized.
- ***National Business Systems Center (NBSC)***
  - As the Office of IRM/Modernization moves out of a project mode, it may become a national center for IRM, and the transition of the NBSC's IRM (SC-510) component into the new center will be explored.
  - Issuance of the "Reengineering Financial Processes" report will result in changes in work and organizational structure for the Division of Finance.
  - The Division of Finance is one area where serious consideration is being given to reducing or abolishing the use of contract labor.
  - Recent procurement legislation has resulted in reduced paperwork, increased credit card use, and expanded delegations of authority. As a result, much work will shift to the field; however, the NBSC will be responsible for providing the training and expertise for that to happen.

Other events during the meeting included the results of the Combined Federal Campaign and various award presentations. As part of The Workflow Process Improvement Committee's Kickoff Campaign, forms were handed out for making recommendations to improve current work processes. In addition, the Customer Service Team handed out a strategy plan and solicited suggestions as part of their kickoff for Customer Service Week.

National Park Service Employees Serve EEO

Two Equal Employment Opportunity (EEO) Managers from the National Park Service (NPS) have been temporarily assigned, for the last few months, as Acting EEO Managers for the Service Center. Kim Montoya completed a 45-day detail at the end of November. Marie Eilander began a 45-day detail as of December 1. Both Montoya and Eilander have considerable EEO management experience with the NPS.

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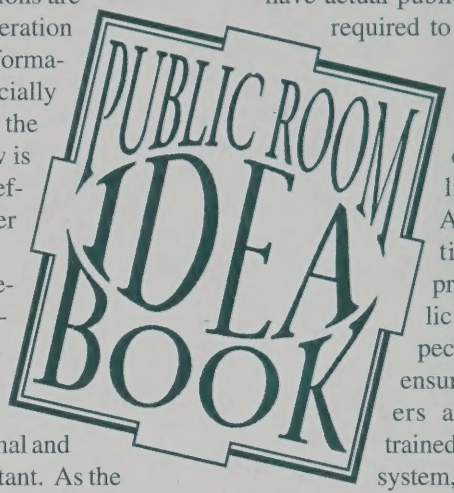
Public Room Idea Book Completed

The Public Room Idea Book was recently released by the former Records Transition Project of the Office of IRM/Modernization. The book, which is being sent to BLM State Engineers and Public Room Managers, is intended to provide a set of ideas for the transition of public rooms from paper-based research areas to automated information centers. It was produced by the Service Center's Branch of Engineering and the Technology Transfer Staff.

The Idea Book was initiated by Records Transition Project Manager Wendy Spencer as a project for the Management and Leadership Workshop. Spencer originally developed the project to provide a framework for obtaining a public room customer service satisfaction base. The project's scope was expanded to accommodate the implementation of the Automated Land and Mineral Record System (ALMRS) and to develop tools to help States prepare for the anticipated changes to public rooms or reception areas.

There are several reasons for BLM's increased emphasis on public rooms. First, public demand for access to Government information is increasing, and it is projected that over one-half of ALMRS users will be members of the public. Second, a variety of statutes and regulations are either in place or under consideration to provide and encourage information access and sharing, especially of automated data. Third, the National Performance Review is requiring agencies to focus efforts on improving customer service.



Meeting the increased demand for information and improving customer service are complementary efforts. BLM has a large and varied customer base to whom professional and timely service is highly important. As the demand for information on recreation and a variety of natural resources increases, this customer base can also be expected to increase. To ensure that customer needs are met, States will be required to establish customer service standards and implement customer service plans.

To prepare the public rooms for the implementation of ALMRS, States will be required to accommodate computer terminals and printers as they phase out oversized plat books and serial register pages. District and Area Offices, few of which have actual public rooms, will be required to establish public research areas with computer terminals to accommodate public requests for ALMRS information. Adequate preparation of public rooms will be especially important to ensure the public users are briefed and trained in the new record system, have an adequate comfort level with the new system, and are able to obtain the information they require to meet their needs.

The Public Room Idea Book is not intended to dictate standards or uniformity. Specific space arrangements, local customer preferences, and budgetary constraints are considerations when planning public room changes. States are encouraged to select ideas from the book which best meet the needs of the offices within their jurisdiction, and to use those ideas which provide the "most bang for the buck."

SC Employees Assist at Conference

Service Center employees assisted with Red Rocks Community College's Expanding Your Horizons (EYH) Conference on Saturday, October 29. The EYH Conferences are designed to nurture young women's interest in mathematics and science courses, and to encourage them to consider careers in nontraditional fields.

Melinda Walker, a Natural Resource Specialist, conducted workshops on Remote Sensing. Walker has been a presenter at the Red Rocks Conference for several years.

A big thanks to Melinda and also to Steve Barrell and Lynne Price for working at the Conference on behalf of the Service Center and BLM.

Media & Industry Commend ALMRS Contracting Officer

Bruce Beierle (SC-651) recently received two awards for his work as the Contracting Officer on the ALMRS/Modernization Project.

Government Computer News presented Beierle with an award for his contributions in the field of IRM procurement. The second award was presented by the Industry Advisory Council, a conglomerate of major automated data processing corporations in the United States. The award was given for Beierle's leadership in the field of IRM and his success in awarding and administering the ALMRS/Modernization Contract.

ON THE HEP SIDE

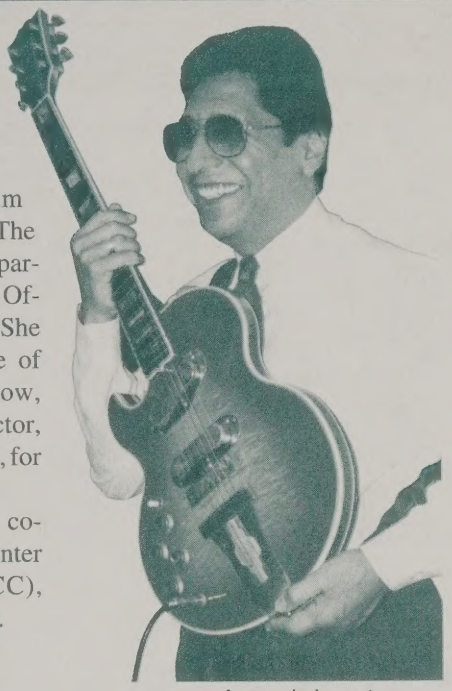
Service Center Holds Hispanic Celebration

On October 12, the Service Center celebrated 1994 National Hispanic Heritage Month with a festival of food, song, and dance. The celebration included a presentation by Brigette Camarena on the Better Youth of America Program, and a display of artwork by various youth.

Entertainment was provided by Armando Lazarte, who performed 15 traditional songs, and by Our Lady of Guadalupe's Folkloric Dancers. Over 40 children from the Denver Federal Center's Clever Kids Learning Center, who were guests at the celebration, joined in with the dancers for several numbers.

Hispanic Employment Program (HEP) Manager Emily Alvarado said, "The program was successful because of the participation by both Denver/Washington Office and Service Center employees." She thanked Monte Jordan, Chief, Office of IRM/Modernization, and Lee Barkow, Acting Associate Service Center Director, as well as the HEP committee members, for their active support.

The program was one of several cosponsored by the Denver Federal Center Cosponsored Community (DFC/CC), which consists of 28 Federal agencies.

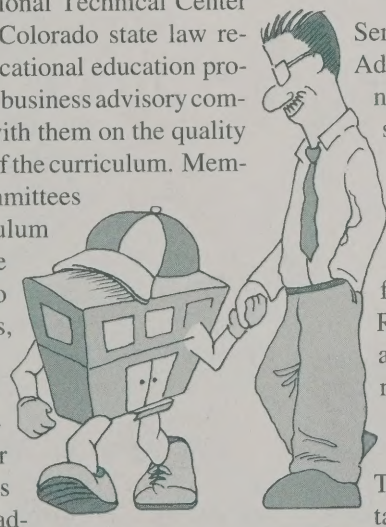


Armando Lazarte

Adopt-A-School

Employees Serve on WarrenTech Business Advisory Committees

Two BLM employees, Bob Woerner and Melissa Dukes, represent the Bureau on two business advisory committees at Warren Occupational Technical Center (WarrenTech). Colorado state law requires that all vocational education programs establish a business advisory committee to work with them on the quality and relatedness of the curriculum. Members of these committees assist in curriculum design, arrange for field trips to local businesses, identify internship and job shadowing opportunities for students, and, as guest speakers, address topics of current interest to the local business community.



Woerner serves on the Computer Technology Business Advisory Committee along with representatives from the Bureau of Reclamation, the Minerals Management Service, Ohmeda Inc., Software Innovations, Sundance Consulting Group, and 21st Century Technologies Inc. The Committee is focusing its efforts on meeting the computer technology program's equipment needs.

Dukes serves on the Business Services and Technology Business Advisory Committee. Other businesses participating on the advisory committee are 1st Bank, DiGiacamo & Jaggers Law Firm, Rocklite Incorporated, Domino's Pizza, the Jefferson County District Attorney's Office, Lutheran Medical Center, Red Rocks Community College, and Foothills Lighting. The Committee has spent the last 2 years focusing on curriculum development and implementation. This year's primary goals are obtaining 3-5 computers through a corporate donation and increasing student awareness of current business issues. The group was recognized by the State of Colorado as one of the best business advisory committees in the state.

Both advisory committees also lend support to the students' Business Professionals of America organization.

Personnel News

New Employees:

Eric Johnson, SC-212, Paralegal Spec
Christianne Johnson, SC-613, Computer Spec
Russell Brehm, SC-613, Office Services Asst
Crystal Trujillo, SC-653, Library Aid
Janet Budzilek, DW-112, Data Analyst
George Juarez, DW-130, Computer Clerk

Separations:

Jerry Yarborough, SC-610, Chief, Division of Finance
Harold Coleman, SC-651, Contract Spec
Thomas Andrich, SC-652, Procurement Clerk
LaVeda Smith, SC-657, Office Automation Clerk
Kathy Pfeifer, DW-431, Clerk
Iris Matney, DWO-432, Supv Computer Spec

CFC Goes Over the Top!

Thanks to the generosity of many Service Center employees and a low-key, grassroots effort orchestrated by Joe Kuka, the Combined Federal Campaign (CFC) raised over $26,080 to support hundreds of worthy causes.

The goal for this year's fundraiser was $21,450. Employees not only met the goal, they surpassed it by 21.6 percent. This kind of response is especially remarkable when funding uncertainties, early-outs, and possible legislative changes are factored in.

Thanks to all the CFC workers who contacted their coworkers, organized the kickoff meetings, and worked behind the scenes to help make this year's campaign a success. Special thanks to Herman Weiss and Bob Woerner for setting up the displays at building entrances. And very special thanks to the Service Center Social Organization (SCSO), which donated refreshments for the kickoff meetings, provided room for a display at the chili cookoff, and helped organize the contest between divisions.

Finally, congratulations to the employees of the Division of Personnel, who won this year's competition.

The real winners, of course, are the thousands of people, including perhaps some of us, who will benefit from the services our dollars have helped to provide. SC employees have once again reached out and made a positive difference.

CFC support staff are front row l-r: Joan Penzien, Maria Martinez, Lois Perrin, Christina Vaughn, Helen Sweeney. Back row l-r: Don Watson, Bob Woerner, Herman Weiss, Mike Kirby, and campaign chair Joe Kuka.

Winners From the Halloween Bash

Chili Winner: Shae Martinez for "Shae Away."

Costume Winners

Best Overall: Sandy Foust, Hobo

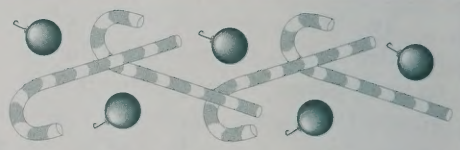
Most Creative: Dona Beatty, Sheryl Schleiger, & Chris Lewis, The Wizard of Oz Witches

Scariest: Deidre Dougherty, Medusa

Funniest: William Moody, Siobhan Berry, Gloria Hildreth, Maria Martinez, & Judy Schnittker, Goldilocks and the Four Bears

Door Prize Winners: Doris Stuart & Rita Sheffer

William Moody and Gloria Hildreth of Goldilocks and the Four Bears.



Santa is Back!

The Santa Project will be back this year, following additional interpretation of the Ethics Act by the Office of Personnel Management. The Service Center Social Organization will be sending out supplementary information on the project in the near future. Meanwhile, if you have any questions, you can call Mrs. Santa (a.k.a. Lee Krebs) at 969-6535.

Santa and Mrs. Santa will also be at the Service Center again this year on the afternoon of December 21 for visits with your children and grandchildren.

Thank you for your past and continuing support!